

APPENDIX A.1

Script : Quintero G 20181206 DA 7-23


Deposition : Quintero, Gilberto 2018-12-06

Highlighter Key :

 Defense Affirmatives	00:37:40
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Quintero G 20181206 DA 7-23

Scene	Designation	Source	Tx Duration	Elapsed	Remains	Media File	Barcode
1	70:3 -70:4	Quintero, Gilberto 2018-12-06 70:3 What else did Deloitte do for 70:4 Cardinal?	00:00:02	00:00:00	00:37:40	QUINTERO, GILBEI	V132A.1
2	70:7 -72:11	Quintero, Gilberto 2018-12-06 70:7 A. During the time that I was there, 70:8 their primary role was project management. They 70:9 also provided, you know, labor that could help 70:10 us, either do calculations or evaluate certain 70:11 things. 70:12 Q. Do you recall which projects 70:13 Deloitte worked on? 70:14 A. Not all. I recall they worked for 70:15 me in some of the improvements that I wanted to 70:16 make on the anti-diversion program. 70:17 Q. Okay. So within the 70:18 anti-diversion program, what were the projects 70:19 they worked on for you? 70:20 A. We were working on developing a 70:21 threshold methodology using additional 70:22 information that we had collected. 70:23 Q. Can you explain that to me? I 70:24 don't -- what is the threshold methodology you 71:1 and Deloitte were able to come up with? What 71:2 was it? 71:3 A. Well, I don't think Deloitte came 71:4 up with. I mean, we provided the information -- 71:5 some of the information to Deloitte and they 71:6 helped us develop some of the principles of our 71:7 threshold methodology. 71:8 Q. Which principles? 71:9 A. Is that we are using script counts 71:10 from the pharmacy and national averages and 71:11 standard deviations to establish thresholds. 71:12 Q. What's a script count? I think I 71:13 know what a national average is, but what's a 71:14 script count? 71:15 A. Is when you go to a pharmacy with 71:16 a script, that's one script. If a hundred	00:02:40	00:00:02	00:37:38	QUINTERO, GILBEI	V132A.2

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71:17 people go to a pharmacy to fill the script,
 71:18 that's a hundred scripts.
 71:19 Q. And script counts for all
 71:20 prescriptions that a pharmacy fills or for a
 71:21 particular section of scripts, such as for
 71:22 controlled substances?
 71:23 A. The script count is the total
 71:24 script count, which is all of the prescription
 72:1 that that pharmacy fills.
 72:2 Q. So it could be oxycodone, but it
 72:3 also could be albuterol?
 72:4 A. It could be oxycodone. It could
 72:5 be albuterol. It could be a beta-blocker. It
 72:6 could be a Lipitor.
 72:7 Q. And then with regard to the
 72:8 national average, rather than me assuming I
 72:9 know, what did Deloitte help you with in terms
 72:10 of the national average, or how was that
 72:11 employed?


3	72:14-74:17	Quintero, Gilberto 2018-12-06	00:02:32	00:02:42	00:34:58	QUINTERO, GILBEI	V132A.3
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72:14 A. Deloitte didn't provide the
 72:15 national average. I got that information from
 72:16 other sources.
 72:17 Q. What sources?
 72:18 A. IMS.
 72:19 Q. Okay. Any other sources?
 72:20 A. We got additional information on
 72:21 national averages from Symphony.
 72:22 Q. Symphony, is that a consulting
 72:23 firm? I don't know what Symphony is.
 72:24 A. Symphony is the data -- as I know
 73:1 them, it's a data collection firm. I do not
 73:2 know all the businesses that they have, but they
 73:3 provide data to customers.
 73:4 Q. What data do they provide to
 73:5 Cardinal?
 73:6 A. They provided data on script
 73:7 counts, on average dispensing of controlled
 73:8 substances for different drug families.
 73:9 Q. Anything else?
 73:10 A. Not that I recall at this point in

73:11 time.
 73:12 Q. So you talked about the script
 73:13 counts, the national average that Deloitte
 73:14 helped you bring into a new threshold
 73:15 methodology; is that accurate?
 73:16 A. The primary role of Deloitte was,
 73:17 you know, project management and they provided
 73:18 additional resources as we required them. But
 73:19 they work under our direction.
 73:20 Q. What other projects do they work
 73:21 on?
 73:22 A. Projects on different aspects of
 73:23 our anti-diversion program, but if you ask me
 73:24 the details at this point in time, I don't
 74:1 recall all of the products that they worked. I
 74:2 can tell you --
 74:3 Q. Can you tell me the ones you do?
 74:4 A. The one that are most significant
 74:5 to me was our project of establishing a new
 74:6 threshold methodology.
 74:7 Q. And when was that new threshold
 74:8 methodology?
 74:9 A. It was a process that probably
 74:10 started in -- sometime in 2012, but I don't
 74:11 remember the exact date.
 74:12 Q. And when did that project get
 74:13 completed?
 74:14 A. We're continuously looking at how
 74:15 to improve our system, so I cannot tell you
 74:16 after my departure in 2015 if other changes were
 74:17 made.

4	77:6-77:20	Quintero, Gilberto 2018-12-06	00:00:41	00:05:14	00:32:26	QUINTERO, GILBEI	V132A.4
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77:6 Q. Did you ever work with Dendrite?
 77:7 A. We used their services.
 77:8 Q. What services of theirs did you
 77:9 use?
 77:10 A. To the best of my knowledge, we
 77:11 used them to do field inspections.
 77:12 Q. Can you explain that to me,
 77:13 please.
 77:14 A. Inspections or reviews of

 Defense Affirmatives

77:15 pharmacies in the field. Customers.
 77:16 Q. So Dendrite would send individuals
 77:17 out to do a site visit; is that what you mean?
 77:18 A. Yes.
 77:19 Q. What kind of oversight did
 77:20 Cardinal have of Dendrite personnel?

5	77:23 -78:9	Quintero, Gilberto 2018-12-06	00:00:22	00:05:55	00:31:45	QUINTERO, GILBEI	V132A.5
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77:23 A. Those people were supervised by
 77:24 one of their supervisors, but they provided
 78:1 different work of site visits.
 78:2 Q. Framework of -- I'm sorry. I
 78:3 didn't understand.
 78:4 A. Of the site visits.
 78:5 Q. Of the site visits, okay.
 78:6 So they would provide the
 78:7 framework of the site visits?
 78:8 A. (Nods head.)
 78:9 Q. What does that mean? Does that --

6	78:19 -79:23	Quintero, Gilberto 2018-12-06	00:01:15	00:06:17	00:31:23	QUINTERO, GILBEI	V132A.6
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78:19 Q. You were talking about Dendrite,
 78:20 and the role -- and I was asking about the role
 78:21 that they played in site visits. I was also
 78:22 asking about what oversight Cardinal had of
 78:23 Dendrite personnel and what specifically
 78:24 Dendrite personnel did with regard to site
 79:1 visits. And so my understanding is that you
 79:2 said that Dendrite employees would provide a
 79:3 framework for the site visits. Is that
 79:4 accurate?
 79:5 A. No, I did not say that.
 79:6 Q. Okay.
 79:7 A. They provide the services of doing
 79:8 the site visit. We provided the forms that they
 79:9 had to complete during site visits and we
 79:10 provided the list of the customers that we
 79:11 wanted them to visit.
 79:12 Q. When you say you provided the
 79:13 forms, you mean physical forms, Cardinal would
 79:14 provide paper forms that Dendrite personnel
 79:15 would then go to a pharmacy and fill out?

79:16 A. It could be paper, it could be
 79:17 electronic forms.
 79:18 Q. But a questionnaire of sorts that
 79:19 they would have to answer?
 79:20 A. They would be the forms that we
 79:21 use to document our customer visits.
 79:22 Q. And when is it that Cardinal began
 79:23 to delegate site visits to Dendrite personnel?

7	80:2-80:15	Quintero, Gilberto 2018-12-06	00:00:41	00:07:32	00:30:08	QUINTERO, GILBEI	V132A.7
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80:2 A. The word "delegation" is probably
 80:3 not the right -- we used their services to help
 80:4 us complete a number of visits. We didn't
 80:5 delegate. We used their services.
 80:6 Q. Was it Cardinal personnel that was
 80:7 performing the site visits, or was it Dendrite
 80:8 personnel?
 80:9 A. We had both. We have our own
 80:10 personnel, and we used the services from
 80:11 Dendrite at that time, I believe, to help us
 80:12 perform some of the visits.
 80:13 Q. And was that because Cardinal
 80:14 didn't have sufficient personnel to do all the
 80:15 site visits needed on their own?


8	80:18-82:16	Quintero, Gilberto 2018-12-06	00:02:39	00:08:13	00:29:27	QUINTERO, GILBEI	V132A.8
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80:18 A. It was because we were reacting to
 80:19 changes in the regulatory environment, and there
 80:20 were some additional visits that we wanted to
 80:21 perform in a short period of time, so we used
 80:22 outside resources to assist us with that.
 80:23 Q. Okay. So the first question I
 80:24 have about that is: What period of time are we
 81:1 talking about that Dendrite was assisting you,
 81:2 Cardinal, with site visits?
 81:3 A. To the best of my knowledge, they
 81:4 were involved with some of our site visits from
 81:5 sometime in 2012 and sometime in 2013, but I
 81:6 don't recall the exact dates.
 81:7 Q. And you said this was due to
 81:8 changes in the regulatory environment. What
 81:9 were the changes in the regulatory environment

81:10 that led Cardinal to decide we need to hire or
 81:11 bring on Deloitte -- or Dendrite personnel to
 81:12 assist us in site visits?
 81:13 A. Where we follow, you know, what's
 81:14 going on in the public media, so we understand
 81:15 there's, you know, an increase in use of certain
 81:16 drugs in certain markets. We may ask our team
 81:17 to go to those markets and review the stores
 81:18 that we have as customers or that we have
 81:19 concerns.
 81:20 Q. Maybe I missed it, but I don't
 81:21 understand where in your answer you talked about
 81:22 changes in the regulatory environment.
 81:23 A. Well, there's changes in -- have
 81:24 been changes in the expectations in the
 82:1 regulatory environment over time. So -- and
 82:2 expectations of pharmacies, expectations of
 82:3 distributors.
 82:4 Q. And what were the changes?
 82:5 A. There have been changes over time.
 82:6 Q. Okay. But specific to what we're
 82:7 talking about right at this moment, is there's a
 82:8 point in time, you think it's in 2012 to
 82:9 sometime in 2013 -- you're not certain of the
 82:10 dates -- but in that two-year period, you said
 82:11 that Cardinal enlisted assistance from Dendrite
 82:12 to do site visits because there were changes in
 82:13 the regulatory environment. So those are the
 82:14 specific changes I'm asking about right now.
 82:15 What were those changes in 2012
 82:16 and '13 that you're talking about?

9	82:19 -83:11	Quintero, Gilberto 2018-12-06	00:00:36	00:10:52	00:26:48	QUINTERO, GILBEI	V132A.9
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82:19 A. Some of the changes is the
 82:20 expectations that the agency had with us and
 82:21 other registrants.
 82:22 Q. The agency, being the DEA?
 82:23 A. DEA.
 82:24 Q. Drug Enforcement Agency of the
 83:1 United States?
 83:2 A. (Nods head.)
 83:3 Q. Is that a yes?

 Defense Affirmatives

83:4 A. Yes.
 83:5 Q. Sorry. That's just for the
 83:6 record. Sometimes we have the nods of the head,
 83:7 which the camera will catch it but the
 83:8 transcript won't.
 83:9 So what were the changes in
 83:10 expectations that the agency had with Cardinal
 83:11 and other registrants in 2012 and '13?

10	83:12-83:18	Quintero, Gilberto 2018-12-06	00:00:36	00:11:28	00:26:12	QUINTERO, GILBEI	V132A.10
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83:12 A. One of the changes that I recall,
 83:13 we had an understanding with the DEA that we
 83:14 will investigate threshold events, and if we
 83:15 found that those threshold events resulted in
 83:16 customer that had the potential for diversion,
 83:17 that they wanted us to communicate those to
 83:18 them.

11	83:19-84:1	Quintero, Gilberto 2018-12-06	00:00:23	00:12:04	00:25:36	QUINTERO, GILBEI	V132A.11
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83:19 Q. So your testimony today is that
 83:20 sometime in 2012 or 2013, the DEA, for the first
 83:21 time, said that Cardinal and other registrants
 83:22 need to investigate threshold events, and if
 83:23 they find that a customer has a potential for
 83:24 diversion, they need to report that to the DEA?
 84:1 A. When we terminated the customer.

12	84:4-85:9	Quintero, Gilberto 2018-12-06	00:01:40	00:12:27	00:25:13	QUINTERO, GILBEI	V132A.12
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84:4 Q. Say again?
 84:5 A. Is when the termination of that
 84:6 particular customer, they wanted us, based on
 84:7 the communications between my staff and the DEA,
 84:8 that's the information that they wanted us to
 84:9 communicate as suspicious order. Later in time,
 84:10 we learned that the agency had changed their
 84:11 expectations and they wanted to know every
 84:12 single order that hit a threshold event after a
 84:13 small investigation, had to be communicated to
 84:14 them.
 84:15 Q. So it's the every single threshold
 84:16 event after a small investigation has been
 84:17 communicated to the DEA, that's the change that

84:18 occurred in 2012 and '13?
 84:19 A. That's the -- yes.
 84:20 Q. And what was the small
 84:21 investigation that would have to occur after a
 84:22 threshold event?
 84:23 A. Is like a quick review of the
 84:24 customer order to determine whether the customer
 85:1 was likely due to a typographical error, and we
 85:2 were, you know, expected to make a decision very
 85:3 quickly. And if we could not resolve that order
 85:4 in a short period of time, we had to report it
 85:5 to the DEA and continue our investigation in
 85:6 regards to the customer, because that takes a
 85:7 longer period of time.
 85:8 Q. And this review, this short
 85:9 investigation, where did that occur?

13	85:12-87:2	Quintero, Gilberto 2018-12-06	00:02:11	00:14:07	00:23:33	QUINTERO, GILBEI	V132A.13
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85:12 A. That review of investigation
 85:13 occurs as part of our electronic monitoring
 85:14 system with the personnel that is responsible
 85:15 for that.
 85:16 Q. And so do you recall, who at the
 85:17 DEA communicated this change to Cardinal?
 85:18 A. The initial agreement between
 85:19 Cardinal Health and the DEA occurred between --
 85:20 to the best of my knowledge, between Michael
 85:21 Moni, Barbara Boockholdt, Sue Langston, and Nick
 85:22 Rausch, I believe, was at that meeting, too.
 85:23 Q. But you were not?
 85:24 A. I was not. That was before I
 86:1 joined Cardinal Health.
 86:2 Q. So there was a meeting with those
 86:3 four individuals you just named. Nick Rausch
 86:4 and Michael Moni are the two Cardinal
 86:5 representatives?
 86:6 A. That is my understanding.
 86:7 Q. And when you started, was it
 86:8 conveyed to you that this is a new change we
 86:9 have?
 86:10 A. My understanding was these are the
 86:11 expectations from the agency, that we evaluate

86:12 orders, determine if the customer had the
 86:13 potential to divert the order, and our practice
 86:14 was: Terminate the customer and communicate
 86:15 that termination to the DEA.
 86:16 Q. And so what I'm confused about now
 86:17 is that you're talking about a meeting prior to
 86:18 you joining Cardinal between Michael Moni, Nick
 86:19 Rausch and the DEA, correct?
 86:20 A. Correct.
 86:21 Q. And that is in response to me
 86:22 asking you about the regulatory changes that
 86:23 took place in 2012 and '13 that required
 86:24 Cardinal Health to employ Dendrite to assist in
 87:1 site visits?
 87:2 A. Well, we had --

14	87:5-88:17	Quintero, Gilberto 2018-12-06	00:01:53	00:16:18	00:21:22	QUINTERO, GILBEI	V132A.14
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87:5 A. -- we had a regulatory action from
 87:6 the agency in 2012. So that was definitely --
 87:7 there was a change in the expectation from the
 87:8 agency from what we had done before, which had
 87:9 been reviewed in numbers of time, not only by
 87:10 the meeting the DEA had at our corporate
 87:11 headquarters, but also during dozens of cyclical
 87:12 inspections. We did not express concern until
 87:13 we received the administrative action from the
 87:14 agency.
 87:15 Q. So Cardinal Health was
 87:16 communicated changes -- regulatory changes that
 87:17 the DEA expected in -- prior to December 1st,
 87:18 2009, when Michael Moni and Nick Rausch meets
 87:19 with the DEA, correct?
 87:20 A. We presented the program that we
 87:21 had for anti-diversion, our intent on how to
 87:22 execute the program. And my understanding was
 87:23 that there was an agreement that the program
 87:24 fulfilled the expectations of the agency and
 88:1 that met the regulatory requirements.
 88:2 Q. And that was at a meeting prior to
 88:3 you joining Cardinal?
 88:4 A. That was the meeting that occurred
 88:5 before I joined Cardinal Health.

88:6 Q. And did you ever see any agreement
 88:7 in writing between the DEA and Cardinal with
 88:8 regard to that meeting?
 88:9 A. I did not see any agreement in
 88:10 writing, but I got a consistent message from
 88:11 Michael, from Bob Giacalone, from Mr. Morford
 88:12 that that was our agreement with the agency, so
 88:13 we needed to make sure that we keep compliant
 88:14 with that agreement.
 88:15 Q. And as the supervisor of
 88:16 anti-diversion, you didn't confirm that in
 88:17 writing?

15	88:20-89:5	Quintero, Gilberto 2018-12-06	00:00:36	00:18:11	00:19:29	QUINTERO, GILBEI	V132A.15
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88:20 A. I believe the information that was
 88:21 provided by my staff, by our senior legal
 88:22 regulatory counsel, and by my boss.
 88:23 Q. And what I'm still trying to
 88:24 understand is, this meeting occurred before you
 89:1 joined Cardinal on December 1st, 2009. And in
 89:2 that meeting was conveyed to Cardinal that the
 89:3 DEA had additional expectations with regard to
 89:4 reporting threshold events after a small
 89:5 investigation, correct?

16	89:8-90:4	Quintero, Gilberto 2018-12-06	00:01:11	00:18:47	00:18:53	QUINTERO, GILBEI	V132A.16
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89:8 A. My understanding of what occurred
 89:9 in the meeting was we provided a presentation to
 89:10 two members of the Drug Enforcement
 89:11 Administration. That presentation was an
 89:12 overview of our anti-diversion program and our
 89:13 suspicious order monitoring program. And the
 89:14 agency didn't have any objections, didn't have
 89:15 any concerns with the way that we were executing
 89:16 our program.
 89:17 Q. But I thought you said that this
 89:18 meeting -- we're talking about one meeting that
 89:19 happened before you got there, just to be clear,
 89:20 there's only one meeting we're talking about
 89:21 between Michael Moni, Nick Rausch, as
 89:22 representatives of Cardinal, and the DEA.
 89:23 I thought your testimony earlier

89:24 was that at that meeting the DEA conveyed to
 90:1 Cardinal regulatory changes, in particular, that
 90:2 upon a threshold event, Cardinal would do a
 90:3 small investigation and then report to the DEA
 90:4 if a customer had to be terminated?

17	90:7 -90:20	Quintero, Gilberto 2018-12-06	00:00:35	00:19:58	00:17:42	QUINTERO, GILBEI	V132A.17
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90:7 A. That's incorrect. I didn't say
 90:8 that.
 90:9 Q. Okay.
 90:10 A. I didn't say that. I think as a
 90:11 result of the regulatory action that we had in
 90:12 2012, those were new expectations that were
 90:13 communicated to us.
 90:14 Q. Okay. So you're testifying that
 90:15 in 2009 -- well, I'm sorry. Before you joined
 90:16 Cardinal in 2009, there was a meeting between
 90:17 Michael Moni, Nick Rausch and the DEA, and at
 90:18 that meeting, there weren't new expectations --
 90:19 new regulatory changes that were conveyed to
 90:20 Cardinal. That's your testimony now?

18	90:23 -92:16	Quintero, Gilberto 2018-12-06	00:02:14	00:20:33	00:17:07	QUINTERO, GILBEI	V132A.18
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90:23 A. That is not what I said. What I
 90:24 said was, there was a meeting between
 91:1 representative from DEA and Cardinal Health,
 91:2 where Cardinal Health presented our suspicious
 91:3 order monitoring program to the agency. As we
 91:4 were executing the program at that time, the
 91:5 agency appeared to be satisfied with our
 91:6 execution of the program, did not express any
 91:7 concern.
 91:8 Also, that program has been
 91:9 presented to the agency during multiple
 91:10 inspections of our distribution centers. And to
 91:11 the best of my knowledge, there has not been a
 91:12 single concern about that until we got the
 91:13 administrative action in 2012.
 91:14 Q. And so between your start date of
 91:15 December 1st, 2009 and the action in 2012 --
 91:16 early February, 2012, does that sound --
 91:17 A. Sounds about right.

91:18 Q. -- sounds about right?
 91:19 Between December 1, 2009 and early
 91:20 February 2012, did you ever have any contact
 91:21 with the DEA to determine if the suspicious
 91:22 order monitoring program of Cardinal was in line
 91:23 with their expectations?
 91:24 A. I personally did not have a
 92:1 meeting with DEA. Members of my staff did.
 92:2 Michael Moni, I believe, was in routine
 92:3 communication with Barbara Boockholdt and other
 92:4 members of the DEA. I also attended, you know,
 92:5 presentations from the DEA but never had
 92:6 personal interaction with the agency.
 92:7 Michael had most of those
 92:8 interactions, and Steve Reardon and some other
 92:9 members of my staff.
 92:10 Q. How about above you? Did Craig
 92:11 Morford ever have conversations or contact with
 92:12 the DEA, to your knowledge?
 92:13 A. I would speculate if I say yes or
 92:14 no. I don't know that.
 92:15 Q. So you're not aware of any time
 92:16 that he did?

19	92:19 -94:3	Quintero, Gilberto 2018-12-06	00:01:45	00:22:47	00:14:53	QUINTERO, GILBEI	V132A.19
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92:19 A. During that period of time, I
 92:20 would not be able to recall.
 92:21 Q. All right. Well, during the
 92:22 period of time that you've been with Cardinal,
 92:23 from December 1st, 2009, are you aware of any
 92:24 time that Craig Morford had contact with the
 93:1 DEA?
 93:2 A. I have personally not been in any
 93:3 of the meetings that either Craig or somebody
 93:4 else may have with personnel from the DEA.
 93:5 Q. Okay. And maybe you weren't
 93:6 present, but I'm asking right now if you're
 93:7 aware of any meetings between Craig Morford and
 93:8 the DEA.
 93:9 A. I believe there was a meeting --
 93:10 one meeting between Cardinal Health and DEA
 93:11 where we made another presentation of our

93:12 program. And my understanding was Craig may
 93:13 have been there. I'm not 100 percent sure. I
 93:14 know Todd Cameron was there.
 93:15 Q. And when was that?
 93:16 A. I cannot tell the date, but it
 93:17 could be '15 to '17. But I don't even recall if
 93:18 I was involved with the program at that time or
 93:19 not.
 93:20 Q. And do you know who from the DEA
 93:21 was involved?
 93:22 A. I'm trying to recollect if I
 93:23 remember. I'm not very good with names. But I
 93:24 do not recall from the top of my head.
 94:1 Q. Is it fair to say, then, if you
 94:2 can't recall, that at least it wasn't Barbara
 94:3 Boockholdt?

20	94:6-95:16	Quintero, Gilberto 2018-12-06	00:02:13	00:24:32	00:13:08	QUINTERO, GILBEI	V132A.20
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94:6 A. I don't recall. I mean -- or they
 94:7 didn't tell me who was there, or I don't recall
 94:8 if Barbara was there or not.
 94:9 Q. Okay. That's fair.
 94:10 So we -- I want to go back because
 94:11 I still don't think I have a full understanding
 94:12 of what it was in 2012 that was communicated to
 94:13 Cardinal that led Cardinal to employ the
 94:14 services of Dendrite to assist with site visits.
 94:15 A. Our understanding was that the
 94:16 agency expectations and definition on suspicious
 94:17 orders had changed.
 94:18 Q. In what way?
 94:19 A. In the past, the program that we
 94:20 presented to the agency, which the agency had no
 94:21 objection, was that when we had a threshold
 94:22 event, we had to investigate the threshold event
 94:23 if we concluded that the customer had posed a
 94:24 risk for diversion or we couldn't conclude
 95:1 that -- at that point in time, after an
 95:2 investigation, that we should report that
 95:3 customer as suspicious.
 95:4 The expectations changed in 2012
 95:5 were the time frame that we were allowed to do

95:6 an investigation, and the agency decided that
 95:7 each threshold event, after a quick
 95:8 investigation -- when I say "quick
 95:9 investigation," is a very short period of time
 95:10 to be communicated to them as a suspicious
 95:11 order, even though that threshold event not
 95:12 necessarily met all of the requirements of a
 95:13 suspicious order.
 95:14 Q. So what kind of threshold events
 95:15 would not meet the requirements of a suspicious
 95:16 order?

21	95:19 -96:4	Quintero, Gilberto 2018-12-06	00:00:28	00:26:45	00:10:55	QUINTERO, GILBEI	V132A.21
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95:19 A. For example, we're reporting them
 95:20 as suspicious, but is a pharmacist going on
 95:21 holiday weekend and he ordered twice as many
 95:22 drugs because he's not going to be at the site
 95:23 to order the drugs the next week? I mean, that
 95:24 will -- potentially could hit a threshold event.
 96:1 Q. Could potentially also signal that
 96:2 a number of people have decided they want to buy
 96:3 a bunch of oxycodone for a party on the weekend,
 96:4 couldn't it?

22	96:7 -96:9	Quintero, Gilberto 2018-12-06	00:00:04	00:27:13	00:10:27	QUINTERO, GILBEI	V132A.22
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96:7 A. Not necessarily.
 96:8 Q. Not necessarily, but it could,
 96:9 couldn't it?

23	96:12 -97:13	Quintero, Gilberto 2018-12-06	00:01:30	00:27:17	00:10:23	QUINTERO, GILBEI	V132A.23
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96:12 A. Not necessarily. Everything is
 96:13 possible, but it's not necessarily. So we want
 96:14 to do an investigation on that customer to look
 96:15 at the fact on why there was an increase in
 96:16 order, and we want -- that takes time. But with
 96:17 our current system and the current expectations
 96:18 of the agency, we report those as suspicious.
 96:19 Q. You said you want to investigate
 96:20 those but that takes time. I don't understand.
 96:21 What kind of time does it take to find out if a
 96:22 threshold event is suspicious or not?
 96:23 A. It takes -- to determine if the

96:24 order is likely to be diverted, it takes time.
 97:1 It takes some time, customer visit. It takes
 97:2 time interacting with the customer. It takes
 97:3 time maybe having a salesperson drive by to get
 97:4 additional information.
 97:5 It takes time to evaluate an order
 97:6 and determine whether Cardinal Health feels
 97:7 comfortable either filling that order or we
 97:8 decide to -- not to longer do business with that
 97:9 particular customer because it poses a risk of
 97:10 diversion.
 97:11 Q. And in order to meet that
 97:12 requirement, Cardinal employed Dendrite to
 97:13 assist with site visits?

24	97:16-97:18	Quintero, Gilberto 2018-12-06	00:00:12	00:28:47	00:08:53	QUINTERO, GILBEI	V132A.24
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97:16 A. We used Dendrite to help us to --
 97:17 more site visits so we can have more recent
 97:18 information on our customer.

25	97:22-97:23	Quintero, Gilberto 2018-12-06	00:00:05	00:28:59	00:08:41	QUINTERO, GILBEI	V132A.25
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97:22 Q. But prior to 2012, you did not use
 97:23 Dendrite to assist with site visits, correct?

26	97:24-98:8	Quintero, Gilberto 2018-12-06	00:00:26	00:29:04	00:08:36	QUINTERO, GILBEI	V132A.26
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97:24 A. During the time that I was there
 98:1 in 2009 to 2012, I don't recall us using
 98:2 Dendrite. That doesn't necessarily mean that we
 98:3 had not used them, but I don't recall.
 98:4 Q. But your testimony is that, to
 98:5 your knowledge, Dendrite was employed by
 98:6 Cardinal in order to assist with this new
 98:7 requirement from the DEA that threshold events
 98:8 get a fast investigation?

27	98:11-99:9	Quintero, Gilberto 2018-12-06	00:01:16	00:29:30	00:08:10	QUINTERO, GILBEI	V132A.27
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98:11 A. Not -- not for that. It was to
 98:12 assist us to do -- we wanted to have more site
 98:13 visits done. We wanted to refresh all of our
 98:14 files, so we used Dendrite to help us do
 98:15 additional visits.
 98:16 Q. And you say you wanted, but in

98:17 2012, didn't the DEA tell you that you had to do
 98:18 those site visits within 120 days?
 98:19 A. I don't recall the terms of the
 98:20 agreement. It could be in the agreement, but I
 98:21 would have to review the agreement to say if
 98:22 that was the case.
 98:23 Q. Okay. We can do that.
 98:24 But your testimony so far is that
 99:1 you, Cardinal, that Cardinal employed Dendrite
 99:2 to assist with these site visits because you
 99:3 wanted to do more of them; is that correct?
 99:4 A. I believe that we wanted to do
 99:5 more site visits.
 99:6 Q. And you think that this is
 99:7 something that Cardinal decided on its own, its
 99:8 own accord, to do more site visits in 2012; is
 99:9 that your testimony?

28	99:12-99:20	Quintero, Gilberto 2018-12-06	00:00:34	00:30:46	00:06:54	QUINTERO, GILBEI	V132A.28
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99:12 A. I can tell you as a member of the
 99:13 management team, we wanted to do more site
 99:14 visits. And even today, we continue to do a lot
 99:15 of site visits.
 99:16 Q. And why is it -- strike that.
 99:17 In 2010 and 2011, why is it that
 99:18 Cardinal didn't have the same desire to visit
 99:19 all the sites to which they sold controlled
 99:20 substances that they did in 2012?

29	99:23-100:16	Quintero, Gilberto 2018-12-06	00:00:54	00:31:20	00:06:20	QUINTERO, GILBEI	V132A.29
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99:23 A. We did plenty of site visits. We
 99:24 investigated every single suspicious customer
 100:1 and every single suspicious order was reported
 100:2 to the agency, based on the understanding that
 100:3 we had at the time.
 100:4 Q. What was that understanding?
 100:5 A. I already explained to you the
 100:6 understanding that we had of investigating the
 100:7 order, investigating the customer, and if we
 100:8 deemed that a customer had the potential for --
 100:9 to pose a risk for diversion to -- the agency
 100:10 wanted to know that suspicious order and that

100:11 suspicious customer that was terminated.
 100:12 Q. But suddenly in 2012 Cardinal had
 100:13 a greater desire to do site visits than it had
 100:14 in 2010 and '09 -- or 2010 and '11; is that
 100:15 right?
 100:16 A. Well, we had --

30	100:19 -101:6	Quintero, Gilberto 2018-12-06	00:00:52	00:32:14	00:05:26	QUINTERO, GILBEI	V132A.30
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100:19 A. We had a regulatory action, so to
 100:20 me, the agency had changed the expectations on
 100:21 how we executed the program. So we wanted to
 100:22 make sure that we cover all the bases. We do
 100:23 not want another regulatory action against
 100:24 Cardinal Health, and we employ not only internal
 101:1 resources, but external resources to make sure
 101:2 that we not only met the expectations of the
 101:3 agency, but that we exceeded those.
 101:4 Q. But Cardinal didn't have the same
 101:5 desire to avoid that regulatory action or exceed
 101:6 expectations of the DEA in 2010 or '11?

31	101:9 -101:24	Quintero, Gilberto 2018-12-06	00:00:49	00:33:06	00:04:34	QUINTERO, GILBEI	V132A.31
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101:9 A. That's not what I said.
 101:10 Q. But Cardinal decided to wait until
 101:11 2012 to ask Dendrite to assist with site visits
 101:12 across the country?
 101:13 A. Cardinal always had the same
 101:14 desire to comply with all regulatory
 101:15 requirements. That desire has never changed as
 101:16 far as I know. At least since I joined the
 101:17 company. I can attest to that. Our management
 101:18 team has to have -- wants to have a good
 101:19 regulatory record, which we have demonstrated
 101:20 over many, many years.
 101:21 These regulatory actions that we
 101:22 got in 2012 was a surprise to us because, to the
 101:23 best of my knowledge, we were meeting the
 101:24 expectations of the agency.

32	102:6 -102:11	Quintero, Gilberto 2018-12-06	00:00:16	00:33:55	00:03:45	QUINTERO, GILBEI	V132A.32
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102:6 Q. But, again, just to be clear, it
 102:7 wasn't until 2012 when the regulatory action

102:8 commenced against Cardinal that Cardinal
 102:9 decided, we want to and need to employ Dendrite
 102:10 to assist with site visits across the country?
 102:11 That's your testimony, correct?

33	102:14 - 103:5	Quintero, Gilberto 2018-12-06	00:01:02	00:34:11	00:03:29	QUINTERO, GILBEI	V132A.33
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102:14 A. My testimony is that since I got
 102:15 to Cardinal Health on December 1st, 2009, the
 102:16 company intended to comply with all regulatory
 102:17 requirements, including DEA regulations, and
 102:18 that we executed a program that was presented to
 102:19 the agency, that the agency accepted as a good
 102:20 program, we executed according to those
 102:21 expectations.
 102:22 We did hundreds of visits. We cut
 102:23 hundreds of customers during that period of time
 102:24 before 2012. To the best of my knowledge, we
 103:1 cut over 300 customers during that period of
 103:2 time.
 103:3 Q. And yet it wasn't until 2012 that
 103:4 you -- that Cardinal realized it needed
 103:5 assistance to conduct appropriate site visits?

34	103:9 - 104:2	Quintero, Gilberto 2018-12-06	00:01:03	00:35:13	00:02:27	QUINTERO, GILBEI	V132A.34
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103:9 A. We were always conducting
 103:10 appropriate visits. We decided to increase the
 103:11 number of site visits that we did because the
 103:12 expectations of the agency appeared to have
 103:13 changed and we were adapting to the changes in
 103:14 expectations from the agency.
 103:15 But in terms of whether or not we
 103:16 were doing inspections according to the
 103:17 expectations of the agency at that time, we were
 103:18 doing hundreds of inspections. We dedicated
 103:19 personnel to do those inspections. We used our
 103:20 compliance officers to do inspections, too. And
 103:21 we required our salespeople to notify us of any
 103:22 concerns that they had with any customer.
 103:23 And those inspections were
 103:24 conducted and they resulted in over 300
 104:1 customers being cut, which most of them today
 104:2 still have a DEA license to dispense product.

35	124:7 -124:10	Quintero, Gilberto 2018-12-06	00:00:08	00:36:16	00:01:24	QUINTERO, GILBEI	V132A.35
	124:7	Q. You started reporting suspicious					
	124:8	orders in 2012 when the DEA amended their					
	124:9	expectations of Cardinal?					
	124:10	A. We reported --					
36	124:14 -125:4	Quintero, Gilberto 2018-12-06	00:00:53	00:36:24	00:01:16	QUINTERO, GILBEI	V132A.36
	124:14	A. We reported -- if you look at the					
	124:15	record and the number of suspicious orders to					
	124:16	DEA, we reported thousands of orders in 2012 and					
	124:17	thousands of orders in 2013, '14, '15 as					
	124:18	suspicious orders.					
	124:19	Q. So the years you just chose to					
	124:20	list are '12, '13, '14, and '15, correct?					
	124:21	A. Yes. Because you're giving me a					
	124:22	document that is dated 2013.					
	124:23	Q. Did you report thousands of					
	124:24	suspicious orders in 2011?					
	125:1	A. We reported suspicious orders, as					
	125:2	defined by our program and as agreed by DEA, in					
	125:3	2009, '10, and '11.					
	125:4	Q. So the answer is no?					
37	125:7 -125:13	Quintero, Gilberto 2018-12-06	00:00:24	00:37:16	00:00:24	QUINTERO, GILBEI	V132A.37
	125:7	A. The answer is no to what?					
	125:8	Q. That Cardinal reported thousands					
	125:9	of suspicious orders in 2011.					
	125:10	A. We -- the answer is we reported					
	125:11	suspicious orders, as defined by our program, as					
	125:12	defined with agreement with DEA in 2009, '10,					
	125:13	and '11.					

Play Time for this Script: **00:37:40****Total time for all Scripts in this report: 00:37:40**